



PaperCut Cloud Services: FAQs and Troubleshooting

Channel Availability Release: 18.3



Notice

While every effort has been taken to ensure the accuracy and usefulness of this guide, we cannot be held responsible for the occasional inaccuracy or typographical error. If you do find an error, please let the PaperCut Software Development Team know.

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1. PaperCut Cloud Services FAQs

Sections in this topic:

- [General FAQs](#)
- [Scan to Cloud Storage FAQs](#)
- [OCR FAQs](#)

1.0.1. General FAQs

What are PaperCut Cloud Services?

PaperCut Cloud Services are a collection of PaperCut services that are run on the Google Cloud Platform. These services offer some great features including:

- Scan to Cloud Storage
- Text-searchable documents (OCR)

PaperCut Cloud Services take away your worry about managing the system performance of local infrastructure; the heavy lifting of document processing is done in the cloud. This approach also allows PaperCut Software to rapidly deliver features to your door without any down time at your end. You don't need to upgrade your PaperCut MF installation to get new features; they are automatically deployed to PaperCut Cloud Service and available to you instantly.



Note:

To use PaperCut Cloud Services, you must have active [Premium Upgrade Assurance \(PUA\)](#).

Is an additional license required to use the PaperCut Cloud services?

No, Scan to Cloud Storage and OCR are free as long as your [Premium Upgrade Assurance \(PUA\)](#) is current.

How reliable are the PaperCut Cloud Services?

The PaperCut Cloud Services run on the Google Cloud Platform, which is highly reliable. It's the same infrastructure Google uses for its own products such as Search, Drive, and Maps. Google states that the "Service will provide a Monthly Uptime Percentage to Customer of at least 99.95%".

Where are the PaperCut Cloud Services located? I don't want my documents to leave the EU or EU-US Privacy Shield.

Currently the PaperCut Cloud Services run only in a US Google Cloud Platform. But we know customers in different regions want a more localized service. We are planning on expanding to use a European datacenter by release 19.0, and are also investigating more services around the world so stay tuned. Once this is in place, a PaperCut MF SysAdmin will have the ability to configure the

region they want their documents to travel through.

Are scan job details retained by PaperCut Software?

PaperCut MF retains the following information about the scan job:

- Email address
- User full name or username
- Locale
- Filename

In accordance with the General Data Protection Regulation (GDPR), you can configure PaperCut MF to redact user details. For more information about GDPR, see [General Data Protection Regulation \(GDPR\)](#).

Will the scanned documents be routed through other countries during transit?

Scan to Cloud Storage and text-searchable document (OCR) jobs are routed through a data center in the US, but are definitely not retained by PaperCut Software.

How secure is my scan job when it is in transit through the PaperCut Cloud Services?

All scan jobs and data are encrypted with signed certificates and transmitted over HTTPS following industry security best practices.

If a text-searchable or Scan to Cloud Storage scan fails to reach its destination, will the user be notified?

Yes...if you have configured [Integrated Scanning email notifications](#). If a text-searchable or Scan to Cloud Storage scan doesn't reach its destination, the user will receive one or more of the following notifications depending on where in the transmission the scan failed:

- If a scan fails to reach the PaperCut MF Cloud Services, PaperCut MF will retry sending it. If after the configured retry period (default approximately 10 minutes for Scan to Cloud Storage and 1.5 hrs for text-searchable documents), the scan still cannot be delivered, the user will receive an email letting them know that it has failed.
- If a scan reaches PaperCut MF Cloud Services, but cannot be delivered to its destination, PaperCut MF continues to try to send it for 24hrs. If after 24hrs, the scan cannot be uploaded, the user will receive an email indicating that the scan has failed.



Note:

Scan files are securely deleted when they are either:

- successfully delivered
- cannot be delivered within 24hrs.

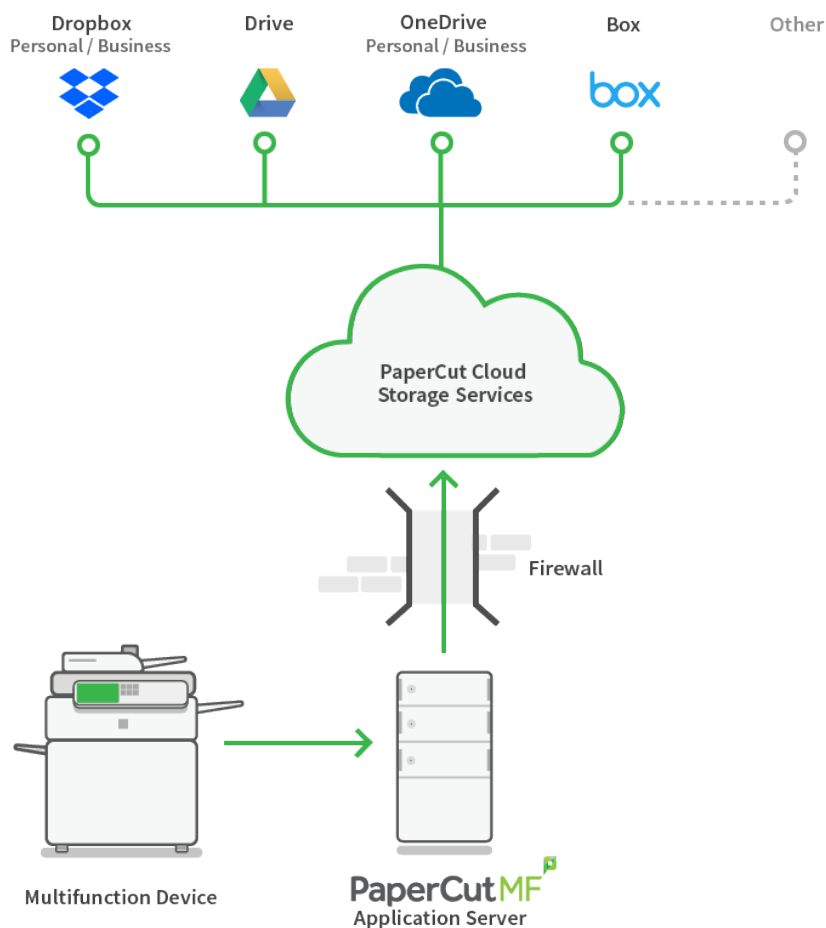
1.0.2. Scan to Cloud Storage FAQs

How does my document get from the MFD to my cloud storage provider?

When a user scans a document, it is sent from the MFD to the PaperCut MF Application Server, where it is temporarily held before being uploaded to the PaperCut Cloud Storage Service. In most cases, the document will simply pass straight through the Application Server to the PaperCut Cloud Storage Service. However, if there are connection issues, the document will be held for approximately 10 mins (default) while the Application Server retries the transmission, before being securely deleted.

The first time a user attempts to scan to a cloud storage destination, the document will be held for up to 24hrs by the PaperCut Cloud Storage Service until the user authorizes PaperCut MF to upload to their chosen cloud storage provider. The user will receive an email prompting them to perform this authorization. This is a one-off step—subsequent scans do not require re-authorization.

Once the user has granted PaperCut MF permission to upload to the cloud storage provider, the job is delivered. If it cannot be delivered in 24hrs, it is securely deleted.



Why is PaperCut using a cloud service for Scan to Cloud Storage?

PaperCut MF uses a cloud service to deliver Scan to Cloud Storage as this allows us to provide the breakthrough one-click Scan to Cloud Storage solution. Our cloud storage service manages the authentication process required by most cloud storage providers through a public facing address.

PaperCut Cloud Services also takes away your worry about managing the system performance of local infrastructure; the heavy lifting of document processing is done in the cloud.

Providing the Scan to Cloud Storage functionality through a cloud service means you will have access to updates and new cloud storage connectors sooner. You don't need to wait for the next PaperCut MF release, and then upgrade to take advantage of the updates - they will happen automatically behind the scenes.

Do users need to authorize every scan job?

Absolutely not! PaperCut Software believes in making life easier for you. The first time a user does a scan, they will do a one-off authorization of PaperCut MF to upload files. After that, scanned files are automatically uploaded.

Can users select a cloud storage folder location for their scanned files?

We've had a number of people asking about this and it's on our roadmap.

Does Scan to Cloud Storage provide the ability to add metadata to scanned documents?

At this point in time, Scan to Cloud Storage documents cannot store metadata.

Where are the scanned files stored during transmission?

Scanned documents are sent to the cloud storage provider via the PaperCut MF Application Server and PaperCut Cloud Storage Services. In most cases, the document will simply pass through the Application Server to the PaperCut Cloud Services. However, if there are connection issues, the document will be held for no more than approximately 10 mins (default) while the Application Server retries the transmission, before being securely deleted.

When a file reaches the PaperCut Cloud Services, it is stored on an encrypted drive and retained until either it:

- is successfully uploaded to the destination
- cannot be uploaded within 24hrs. If this occurs, the file is securely deleted and cannot be recovered.

If a user has not yet authorized PaperCut MF to upload files to their cloud storage provider, the scanned files are stored in an encrypted format for up to 24hrs in the PaperCut MF Cloud Storage Service until the authorization is complete. The files are then transmitted to the selected cloud storage provider. If a user does not authorize PaperCut MF within 24hrs, the file is securely deleted.

Are any of my cloud storage credentials retained by PaperCut MF?

No, your cloud storage credentials are not stored in PaperCut MF. Instead, the PaperCut Cloud Storage Service stores the access token and refresh token provided by the storage provider during the authentication (OAuth) process. Users can revoke these at any time via their storage provider.

If someone leaves the organization and is removed from both PaperCut MF and the user directory, are they also removed from the cloud service?

No. PaperCut MF does not add or remove storage provider accounts. Users can manage this on

their own by removing the PaperCut MF app from their personal cloud storage account.

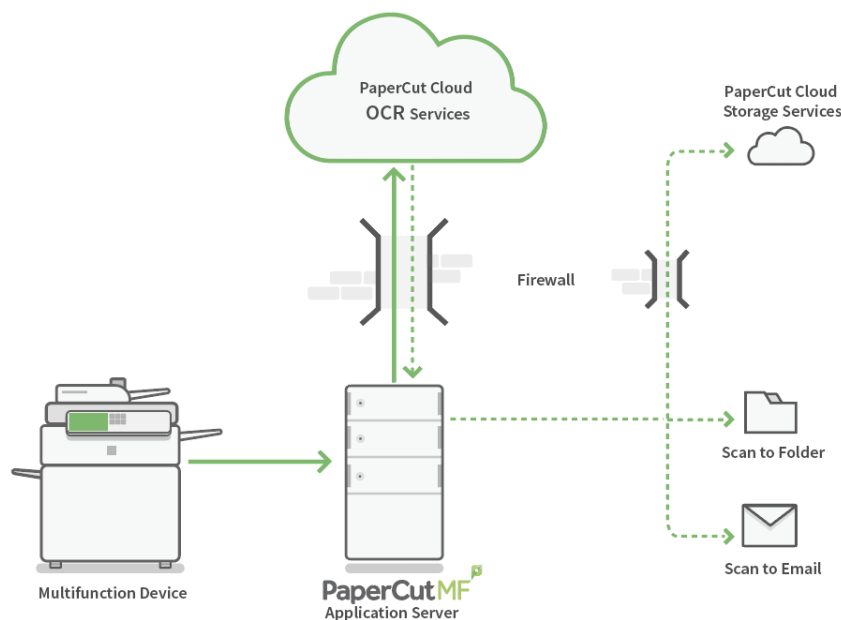
1.0.3. OCR FAQs

How is my scanned document converted to a text-searchable document from the MFD?

When a user scans a document, it is sent from the MFD to the PaperCut MF Application Server, where it is temporarily held before being uploaded to the PaperCut Cloud OCR Service for conversion to a text-searchable document. In most cases, the document will simply pass straight through the Application Server to the PaperCut Cloud OCR Service. However, if there are connection issues, the document will be held for approximately 30 mins (default) while the Application Server retries the transmission. If it still cannot be sent, the document is moved to the failed scans folder on the Application Server.

Once the document reaches the OCR Cloud Service, it is converted to a text-searchable document by the Cloud OCR Service. If it cannot be converted to a text-searchable format within the configured timeout period (default 30 mins), or if a converted file cannot be sent back to the Application Server (default retry period of 30 mins), the document is held by the PaperCut Cloud Services for 24hrs before being securely deleted.

After a text-searchable document has been sent back to the PaperCut MF Application Server, the document is delivered to the scan destination.



What text-searchable file types are available?

Currently PaperCut MF supports the following searchable file types:

- PDF (Searchable)
- DOCX

Is OCR available for all scan actions?

Yes, you can enable text-searchable file types for all types of scan actions.

Is PDF/A supported?

Yes, the PDF (Searchable) scan job output is PDF v1.5 with PDF/A-1B compliance according to the requirements defined by the PDF/A standard.

What languages are supported by text-searchable documents?

In release 18.3, the only language supported is English. However, during Percolator we will introduce support for more languages including:

- French
- German
- Spanish



Note:

At this point in time, we do not plan on supporting multiple languages in the same document.

Will the number of concurrent scan jobs affect the scan job processing time?

The Google Cloud Platform is doing the heavy lifting for us. It processes concurrent jobs in parallel and handles scaling of service with a high user load. We have not seen any decrease in performance based on user load.

Will the image quality of my scanned document be enhanced by despeckling, deskewing, and hole punch removal?

In release 18.3, there will not be any image quality processing.

Does the document orientation on the MFD matter?

Yes it does. If a scan action is set to portrait, then PaperCut MF will assume the short edge of the page is the top of the page. Similarly, if the scan action is set to landscape, PaperCut MF will assume the top of the page is the long side. If a document is scanned in an unexpected orientation, such as sideways or upside down, the OCR functionality will not be able to read the text.

Will the XML metadata file identify OCR scan jobs?

Of course. OCR scan jobs will be identified in the XML metadata file by the file type and also a new element specifying whether or not OCR is enabled. For more information see, [XML metadata file](#).

Why am I limited to only three file types?

PaperCut MF supports thousands of MFD models with varying display panel sizes and resolutions, so we need to cater for the smallest display panels. This means we are limited to being able to display a maximum of three choices at the MFD.

What URL and port do the PaperCut Cloud Services use?

PaperCut Cloud Services requires the following to be allowed through the customer's firewall, outbound and inbound:

- URL: `ocr.cloud.papercut.com`
 - URL: `scan.papercut.com`
 - Port: 443
-

Where are the scanned files stored during transmission?

Text-searchable documents are sent to their destination via the PaperCut MF Application Server and the PaperCut Cloud OCR Service. In most cases, the document will simply pass through the Application Server to the PaperCut Cloud OCR Service. However, if there are connection issues, the document will be held for no more than approximately 30 mins (default) while the Application Server retries the transmission, before being securely deleted.

When a file reaches the PaperCut Cloud OCR Service, it is stored on an encrypted drive and retained until either it:

- is successfully downloaded to the Application Server
 - cannot be downloaded to the Application Server within the retry timeout period (default 30 mins). If this occurs, the file is securely deleted and cannot be recovered.
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2. PaperCut Cloud Services troubleshooting

Sections in this topic:

- [Scan to Cloud Storage troubleshooting](#)
- [Text-searchable document \(OCR\) troubleshooting](#)

2.0.1. Scan to Cloud Storage troubleshooting

A user has not received an authorization email. What should I do?

Check the following:

- Ask the user to check that the authorization email hasn't gone into a spam folder.
- In the PaperCut MF Admin interface, check that the user account has the correct primary email address.
- In the PaperCut MF Admin interface, check **Logs > Job Log**.
 - If there is a scan successful message, this indicates that there was a connection problem between the PaperCut Cloud Storage Service and the cloud storage provider. For example, the internet connection is down or the cloud storage provider is offline.
 - If there is an error in the Job Log about the scan job not being uploaded, this indicates that there is a problem between the Application Server and the PaperCut Cloud Storage Service. Check the **Logs > Application Log** for details of the error. This could happen if PaperCut MF is behind a proxy or firewall.

If you still have problems, contact your PaperCut MF reseller with your Support ID.

A user cannot see their scanned document in their cloud storage. What should I do?

Check the following:

If the user received a scan success email:

- Ask the user to check that the folder they are looking in is the same one that is specified in the Scan Success email.

If the user received a scan failure email:

- If the user received a scan failure email shortly after the scan, in the PaperCut MF Admin interface, check **Logs > App Log** for any error messages. Failures might occur if the scanned file is larger than the configured maximum file size (default 200MB) or if there is a problem between the Application Server and the PaperCut MF Cloud Storage Service. Check that PaperCut MF is not behind a proxy or firewall.
 - If the user received a scan failure email 24 hours after the scan, there might be a connection
-

problem between the PaperCut MF Cloud Storage Service and the cloud storage provider. For example, the internet connection is down or the cloud storage provider is offline.

 **Note:**

In this situation, the App Log will have a scan success entry despite the scanned file not reaching its destination. The PaperCut Cloud Storage Service will retry sending the scan job for 24hrs, after which the user will receive a scan failure notification.

If the user did not receive any email notification:

- The user might not have authorized PaperCut MF to upload to the cloud storage provider. Refer to the FAQ above for troubleshooting steps.
- There might be a connection problem between the PaperCut MF Cloud Storage Service and the cloud storage provider. For example, the internet connection is down or the cloud storage provider is offline.

 **Note:**

In this situation, the App Log will have a scan success entry despite the scanned file not reaching its destination. PaperCut MF will retry sending the scan job for 24hrs, after which the user will receive a scan failure notification.

If you can't resolve the problem, then contact your PaperCut MF reseller with your Support ID.

2.0.2. Text-searchable document (OCR) troubleshooting

The scan action I selected is meant to be a text-searchable document, but my scanned file is not searchable or not accurately detecting the text?

OCR technology is not perfect, so sometimes this will happen. Usually, this will happen for the following reasons:

- The document has been loaded into the MFD in the wrong position
- The DPI of the scan job is too low
- The fonts are complex or artistic
- The image quality of the original file is poor, for example, the page is damaged or skewed, the page has a lot of speckling, or there isn't much contrast between the text and the background.

A user's document hasn't arrived. What should I do?

If the user received a scan success email:

- Ask the user to check that the destination they are looking in is correct.

If the user did not receive a scan success email:

- Check the PaperCut MF Admin interface **Logs > Job Log** to see if the job is still in progress. If it is, give it a few more minutes to come through. The larger and more complex the document, the longer it takes to process, particularly if it is PDF (Searchable) or DOCX. For example, a 1 page black and white scan at 300 DPI should be delivered to the destination in less than a minute. However, a 20 page color scan at 600 DPI will take approximately 20 mins, depending on the speed of your network.
- If the job has failed, check the Application Log for messages about the problem:
 1. Select **Logs > Application Log**.

The **Application Log** page is displayed.

App Log message	Cause	Action
Failed to activate PaperCut Cloud Services with the license provided. Ensure you have active Premium Upgrade Assurance (PUA) and that your network connection is stable.	This could happen for the following reasons:	
	<ul style="list-style-type: none"> ● your PaperCut MF license is invalid or expired. 	Contact your reseller to renew your license.
	<ul style="list-style-type: none"> ● a network problem occurred while trying to activate PaperCut Cloud (for example, communication is blocked by a firewall) 	Check that the following are allowed through your firewall (outbound and inbound): <ul style="list-style-type: none"> ● URL: <code>ocr.cloud.papercut.com</code> ● URL: <code>scan.papercut.com</code> ● Port: 443
PaperCut Cloud Services have been deactivated, which means your Scan to Cloud Storage and text-searchable document scan actions are disabled. Please try to re-activate the PaperCut	This could happen for the following reasons: <ul style="list-style-type: none"> ● the license used to activate PaperCut Cloud Services has expired. 	Reactivate the PaperCut Cloud Services by attempting to edit either a Scan to Cloud Storage scan action or a scan action with OCR enabled. For more information about creating scan actions, see Set up Integrated Scanning . If not you do not have active PUA, a message will be displayed when you try to reactivate. Contact your reseller to reactivate your PUA.

App Log message	Cause	Action
Cloud Services.	<ul style="list-style-type: none"> you have changed to a new license with a different CRN the API key that was retrieved after activating PaperCut Cloud Services has been inadvertently deleted. you do not have active Premium Upgrade Assurance (PUA). 	
Unable to connect to cloud.papercut.com. Endpoint refused to connect.	This error can occur for the following reasons:	
	<ul style="list-style-type: none"> PaperCut MF is behind a proxy or firewall 	Check that the following are allowed through your firewall (outbound and inbound): <ul style="list-style-type: none"> URL: <code>ocr.cloud.papercut.com</code> Port: 443
	<ul style="list-style-type: none"> the configured URL for the PaperCut Cloud OCR Service has been changed 	Check that the config key <code>system.scan.ocr.api-url</code> is set to <code>https://ocr.papercut.com</code>
	<ul style="list-style-type: none"> an SSL certificate mismatch 	Check that your Certificate Authority SSL certificates are current and valid.
	<ul style="list-style-type: none"> a network outage 	Ask the user to retry the scan when the outage is fixed.
	<ul style="list-style-type: none"> incorrect server clock timing 	Fix the server system time.
Failed to upload the	This error can occur	

App Log message	Cause	Action
scanned file by {username} on {deviceName} to the PaperCut Cloud OCR Service.	for the following reasons:	
	<ul style="list-style-type: none"> the time taken to transmit the document from the PaperCut Cloud OCR Service to the Application server has exceeded the configured timeout period. 	Increase the timeout period via the <code>system.scan.ocr.transfer-retry-timeout-mins</code> config key. For more information, see Advanced Integrated Scanning configuration .
	<ul style="list-style-type: none"> a network interruption a thread interruption an I/O error 	Ask the user to retry the scan.
The PaperCut Cloud OCR Service could not convert the scan job by {username} on {deviceName} to a searchable format.	This error can occur for various reasons including: <ul style="list-style-type: none"> the scanned document is invalid or corrupted there is a problem with the PaperCut Cloud Services 	Check the server log for more details about the error.
The OCR process has timed out after {x} minutes while converting the scan job by {username} on {deviceName} to a searchable document.	The time taken to convert the document to a searchable format has exceeded the configured timeout period.	Increase the timeout period via the <code>system.scan.ocr.cloud.download-polling-timeout-secs</code> config key. For more information, see Advanced Integrated Scanning configuration .
Failed to download the searchable document	This error can occur for the following	

App Log message	Cause	Action
scanned by {username} on {deviceName} from the PaperCut Cloud OCR Service.	reasons:	
	<ul style="list-style-type: none"> the time taken to transmit the document from the PaperCut Cloud OCR Service to the Application server has exceeded the configured timeout period. 	Increase the timeout period via the <code>system.scan.ocr.cloud.download-polling-timeout-secs</code> config key. For more information, see Advanced Integrated Scanning configuration .
	<ul style="list-style-type: none"> a network interruption a thread interruption an I/O error 	Ask the user to retry the scan.
Scan file exceeds size limit.	The scan job has been converted to a searchable format and sent back to the Application Server, but it could not be delivered to the destination because the scan job is larger than the configured maximum file size.	<p>The user needs to reduce the file size (for example, by reducing the DPI or splitting the file in two). Alternatively, you could increase the maximum file size allowed using one of the following config keys:</p> <ul style="list-style-type: none"> <code>system.scan.email-max-job-size-kb</code> <code>system.scan.folder-max-job-size-kb</code> <code>system.scan.cloud-max-job-size-kb</code> <p>For more information, see Advanced Integrated Scanning configuration.</p>

If you can't resolve the problem, then contact your PaperCut MF reseller with your Support ID.